KwaZulu Natal: UMzimkhulu Municipality(KZN435) - Schedule of Service Delivery Standards Table 50	
Description	
Standard	**Service Level**
Solid Waste Removal	
Premise based removal (Residential Frequency)	once per week and twice per week
Premise based removal (Business Frequency)	Daily, once per week and twice per week
Bulk Removal (Frequency)	Daily
Removal Bags provided(Yes/No)	Yes
Garden refuse removal Included (Yes/No)	Yes
Street Cleaning Frequency in CBD	Daily/ ongoing
Street Cleaning Frequency in areas excluding CBD	once per week
How soon are public areas cleaned after events (24hours/48hours/longer)	24hrs
Clearing of illegal dumping (24hours/48hours/longer)	48hrs/longer
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	No
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Is free water available to all? (All/only to the indigent consumers)	
Frequency of meter reading? (per month, per year)	
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	
Up to 5 service connection affected (number of hours)	
Up to 20 service connection affected (number of hours)	
Feeder pipe larger than 800mm (number of hours)	
What is the average minimum water flow in your municipality?	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty water meters? (days)	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	

Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	
Are accounts normally calculated on actual readings? (Yes/no)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	
How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long the municipality does takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long the municipality does takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	
Sewer blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	Minimum 1hr per square meter
Time taken to repair a single pothole on a minor road? (Hours)	Minimum 1hr per square meter
Time taken to repair a road following an open trench service crossing? (Hours)	Minimum 2hr per square meter
Time taken to repair walkways? (Hours)	Minimum 1hr per square meter
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1 month
Do you have any special rating properties? (Yes/No)	no
Financial Management	

Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	No
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	1 yr
Administration	
Reaction time on enquiries and requests?	48hrs
Time to respond to a verbal customer enquiry or request? (working days)	48hrs
Time to respond to a written customer enquiry or request? (working days)	48hrs
Time to resolve a customer enquiry or request? (working days)	48hrs
What percentage of calls are not answered? (5%,10% or more)	0% (customer care system)
How long does it take to respond to voice mails? (hours)	Never Happen
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	When there is a delay
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	5 minutes
How long does it take to renew a vehicle license? (minutes)	5 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 weeks
How long does it take to de-register a vehicle? (minutes)	5 minutes
How long does it take to renew a driver's license? (minutes)	20 minutes
What is the average reaction time of the fire service to an incident? (minutes)	Instant time
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	n/a
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	n/a
Economic development	
How many economic development projects does the municipality drive?	25 developments projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	5 catalytic programs
What percentage of the projects have created sustainable job security?	20 percent
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes

Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes